

## Quick Reference Contact Guide

*Do you have a question about OTCnet? If so, Fiscal Service is here to help. Contact one of our specialized OTCnet teams available to assist you with your particular need.*

### Deployment

- **The Deployment Team** assists each agency in the OTCnet conversion process and in the creation or expansion of new endpoints for both deposit processing and check capture.
  - **Telephone:** (703) 377-5586
  - **Email:** FMS.OTCDeployment@citi.com

### Security

- **The Security Team** is responsible for setting up all new PLSAs, initial authorizing of LSAs, and assisting agencies with the provisioning of new users.
  - **Telephone:** (866)945-7920, option 5
  - **Email:** FMS.OTCSecurity@citi.com

### Customer Support

- **The Customer Support Team** provides 24/7 technical assistance for locations that have been converted or onboarded to the OTCnet system.
  - **Telephone:** (866)945-7920
  - **Email:** FMS.OTCChannel@citi.com

**For additional information, visit the OTCnet website at  
[www.fms.treas.gov/otcnet](http://www.fms.treas.gov/otcnet).**